1	2	3	4	5
37	Sh. R. S. Kotwal . . .	Producer Grade II	1-1-76	
38	Sh. Sailani Siyote . . .	Do.	1-9-77	
39	Smt. Sandhya Jalal . . .	Do.	4-8-79	
40	Sh. R. S. Vaish. . . .	Property Asstt.	31-3-78	
41	Sh. Alok Shukla . . .	TREX	16-9-76	

Unattended complaints of the Commuters by D.T.C.

1030. SHRI SHANTI TYAGI :
SHRI JAGADISH JANI :

Will the Minister of SURFACE TRANSPORT be pleased to state :

(a) whether it is a fact that the South Region of DTC has of late become slack in taking action on the complaints/suggestions of commuters regarding unsatisfactory bus services including irregular and late operation of special trips ; and that action is not taken for months together ;

(b) if so, what are the reasons therefor ; and what action is being taken to streamline the working of the said Region ;

(c) how many complaints were received by this Region from the commuters in December, 1989, January and February, 1990 alongwith the nature thereof ; and

(d) how much time was taken in disposing each of the complaints ?

THE MINISTER OF SURFACE TRANSPORT WITH ADDITIONAL CHARGE OF THE MINISTRY OF COMMUNICATIONS (SHRI K. P. UNNIKRISHNAN) : (a) to (d) DTC has intimated that the complaints received from the public are attended to expeditiously. The South Region, during December, 1989 to February, 1990, received 331 complaints in respect of DTC buses and 120 complaints in respect of Private Operator buses. Of them 321 complaints in respect of DTC buses and all the 120 complaints regarding Private Operator buses have been dealt with. The number of complaints with reference to their nature is as in Statement (*See* below). Time taken for the disposal of the complaint ranges from one day to two months, depending upon the nature of the complaint.

Statement

Statistics regarding complaints by Commuters received by DTC during December 89– February 90 period.

	Non stoppage of buses	Misbehaviour	Irregular operation	Overcharging fare	Misc.	Total	Disposed off
DTC buses	150	56	31	7	87	331	321
PO buses	19	27	6	13	55	120	120